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HUMAN RESOURCE MANAGEMENT – DATA WAREHOUSE

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The Human Resource Enterprise (HRE) data warehouse is loaded with data from HRE and most of its components. It basically contains all HR related information. It is used by DHRM and other agencies to produce reports, queries, and downloads of information. Information from this database is accessed and used in numerous other systems. It represents the data source for all HR information as owned and managed by DHRM.

The hours of support required for Data WareHouse / Misc Systems are listed below.

Application	Support Hours	Days of Week
Data Warehouse	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
HRE Data	Human Resource Enterprise Data
Onboarding/Case Management Data	Repository houses data exported from a vendor product for onboarding/ case management
Security of Data	Data is secured by enterprise and agency level security access. However, if an agency chooses to download the information DHRM has lost control of the information. We do restrict the download of private information. A security process through the business is required before access is granted.
Downtime Processing	While the system may not be down it is required that it be updated every day/week. This process may slow down the access time for reporting. However, it is done in off hours to reduce the interruption as much as possible.
Reporting	This system allows access to multiple agencies and offices for reporting of HR information.

Compensation/Benefits: DSE (DHRM Survey Expert)	This application helps analyze data for the annual salary survey.
Data Extracts	Some agencies and 3rd parties are allowed to download information for updates to other applications. This is only allowed after security practices are followed.

Features Not Included

Feature	Explanation
All items not included in the design	Functionality that is not included in the design of the HR system or explicitly required and agreed upon as an enhancement is not included
Security of Data	Data is secured by enterprise and agency level security access. However, if an agency chooses to download the information DHRM has lost control of the information. We do restrict the download of private information. A security process through the business is required before access is granted.
User Training	DTS support does not include the updating of user training manuals or user training. DHRM has in place processes to complete this training.
Application Help Desk	DTS support does not include a front-line application help desk. This is handled through the DHRM existing help processes already in place.

Rates and Billing

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and unit testing of DHRM applications and interfaces to fix reported bugs implement legislative changes and implement enhancements that are approved and prioritized by DHRM.	See DTS Approved Rate unless specified in a separate SBA.
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of change requests. Maintain stored procedures, and all functionality required for Database support.	See DTS Approved Rate
Project Management	Track tasks and coordinate programming and information analyst efforts for each application release. Ensure status of tasks is kept current. Produce agenda and assist in running the Priority meetings.	See DTS Approved Rate

Hosting Services	The Department of Technology Services (DTS), Hosting Services product involves the management of servers, storage, and backup/restore services for executive branch agencies within the State.	See Current Hosting Product Description

Ordering and Provisioning

Application enhancement and updates may be requested by contacting the DHRM DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DHRM

DTS Responsibilities

1. DTS is responsible for:
2. Utilizing DTS methodologies for development and first round testing of changes to the application
3. Being able to customize the deliverable as requested by the customer
4. Maintaining the system per the request of the user within the hourly rate
5. Managing the project for making enhancements
6. Nightly backups
7. Restores as necessary
8. Server administration and management where the system resides
9. Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
10. Internet and network connectivity as needed
11. Define technical requirements for enhancement requests and legislative changes.
12. Provide Project Management
13. Performing back-end database updates to fix bad data causing problems in the application.
14. Evaluate proposed legislation with respect to its impact on DHRM application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.

Agency Responsibilities

1. The Agency is responsible for:
2. Providing direction and guidance for the scope of maintaining the system
3. Following change processes if the scope of the project changes
4. Providing access to needed business resources for information gathering
5. Training users of the system and creating and maintaining all application functionality documentation of the system

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/ metrics/index.php.

Metric Description	Target
Human Resource Enterprise – Data Warehouse	This system will be available 24 X 7 365. DTS will provide support during DHRM regular business hours.

Resolution Time:
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%

Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	$\geq$ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied